



Republic of the Philippines
Province of Quirino

**CITIZEN'S CHARTER
INFORMATION BILLBOARD**



VISION: A progressive province of God-loving and empowered citizens living peacefully in a safe secured economically stable, ecologically sustainable investment friendly and climate change adaptive environment enjoying the benefits of adequate infrastructure and an advanced information and communications technology in pursuit of its continuing development under good governance.

MISSION: Quirino province exists to uplift the quality of life of every Quirinians through the provision of basic social and economic services and disaster preparedness and awareness responsive to calamities/emergencies, climate change adaptive and rehabilitation and recovery by competent service providers, supported with adequate infrastructure and efficient utilization of resources.

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	FEES Collected, if Any	LOCATION	
		CLIENT	SEVICE PROVIDER						
Provincial Disaster Risk Reduction and Management Office DISASTER OPERATIONS IMPLEMENTATION A. Provision of Services during Pre- disaster Occurrence	1	PAGASAPHILVOCS / PIA and other Agencies that releases disaster bulletin	Shall receive advisory from the DOST- PAGASA or OCD CVDRRM Region 2 regarding on upcoming disaster like Typhoon, Flooding, Landslide, Earthquake, etc.	PDRRM & PDRRMC Chairperson	5 minutes	Advisory / Bulletin	N O N E	DSWD Building, Cabarroguis, Quirino	
			Shall disseminate the advisory through the Provincial Info Board	PDRRM Focal Person	2 minutes	Advisory/ Bulletin/ Logbook			
			Shall disseminate the advisory through TRIM (Television, Radio, Internet,Media)	PDRRM Focal Person	10 minutes				
			PDRRM Chairperson conduct Council PDRA Meeting	PDRRM Chairperson	1-2 hours	Attendance Sheet Minutes of Meeting			
			Shall activate the EOC upon notice of a Severe Weather Bulletin Signal # 1 and up or other disaster or at earlier time depending on the severity of weather or area condition	PDRRM Focal Person	10 minutes	Tropical Storm Severe Weather Bulletin Signal # 1 and above, Earthquake and other disaster occurrences			
			Shall convene the key players of PDRRM Council for the conduct of a Pre-disaster Risk Assessment (PDRA) meeting.	PDRRM Chairperson	1 Hour	Minutes of Meeting Attendance Sheet Photographs			
	2	Request to prepare initial / Situational report or Pre-disaster Risk Assessment (PDRA)	Shall prepare initial/ Situational report and /or a Pre-disaster Risk Assessment (PDRA) report.	OPPDC and PDRRM	30 minutes	Minutes of Meeting Attendance Sheet Photographs	N O N E		
			Shall enforce a preemptive or forced evacuation to those who are susceptible to hazards.	PDRRM Council (PSWDO, PNP, Phil. Army)	1 day or until all affected are properly secured and evacuated	Notice or warning Photographs			
			Shall monitor the conduct of a Preemptive or forced evacuation	PDRRM Council Focal Person					
	B. Provision of Services during Disaster	1	Emergency call from a concerned citizen requesting for rescue and emergency help	Shall receive emergency call and note to the Incoming Comm. Radio Logbook	SAR Team on duty	5-20 minutes or until all affected victims are rescued	Operation report Photographs Incident Monitoring Report Logbook	N O N E	
				Shall conduct Search and Rescue and First aid treatment to affected victims					
				Round the Clock monitoring during SAR operations					
C. Provision of Services/assistance during Post Disaster	1	Request of Emergency Relief Operations and medical treatment	Shall conduct emergency relief operations to victims of disaster	PDRRM Council (PSWDO)	1 day or until all affected victims are assisted or treated	General Intake sheet Logbook Attendance sheet Photographs	N O N E		
			Shall conduct emergency medical treatment to victims of disaster	PDRRM Council (PHO)					
	2	Request to conduct Damage Assessment	Shall conduct damage assessment to infrastructure and agriculture	PDRRM Council (PEO, DPWH, OPAG, PVet, PSWDO, NIA)	1-3 days	Initial damage reports with photographs (Typhoon, Landslide, Flood) Receiving Logbook	N O N E		
	3	Request of RDRRM to submit progress and final damage report	Shall consolidate all submitted damage reports from different agencies	PDRRM Focal person	1-3 days	Consolidated Damage Report Outgoing Comm. Logbook			
	4	Request to implement long term actions	Shall implement repair and rehabilitation of damaged infrastructure, provide shelter assistance, conduct medical missions and provide agricultural inputs. Livestock and livelihood assistance.		Repair and Rehab- Totally blown houses: 30 days Partially blown Houses: 15 days 2 days			N O N E	
			Vulnerability assessment is conducted to identify the constituents at risk.						
	5	Request to conduct IEC to ensure the awareness of the constituents on the hazards in the locality.	Shall conduct IEC to all constituents in the identified hazard areas in the community.	PDRRM	1 day				

SERVICE PLEDGE
We, the officials and employees of the Provincial Government of Quirino, Pledge to deliver quality public services as promised in this Citizen Charter. We will provide prompt and reliable service to our client.

JOSEPHINE P. MERCADO
LDRRM Assistant (Admin. & Training)

LDRRM Assistant (Research & Planning)

JOEDIAZ S. BALTAZAR
LDRRM Assistant (Operations & Warning)

JESUSA N. LEAL
Provincial Disaster Risk Reduction & Management Officer

ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME
The PLGU gives five (5) working days for the extension of time to the provision of the frontline services to its client in case of unforeseen events, man-made or natural.

FEEDBACK COMPLAINT MECHANISM

If your request has not been attended promptly and courteously, please send your suggestions, recommendations and complaints to Gov. Junie E. Cua or you may fill-up prescribed form from the Officer of the Day and drop it in the Suggestion Box provided for the purpose at the lobby of the capitol or you may call (078) 692-5088 and/or 0977-803-0737 or e-mail us at quirinopdrmo@gmail.com.